NORTEL NETWORKS

Enterprise Edge Call Center
Agent User Guide

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Enterprise Edge Call Center Agent User Card

Enterprise Edge Call Center is an automatic call distribution (ACD) system designed to assist you in handling incoming calls. Enterprise Edge Call Center answers incoming calls and routes the calls to agents. If there are no agents available, the calls are placed in an ACD queue and receive periodic announcements while waiting for an agent to become available.
This card describes the features that are used by an ACD agent.

Feature Codes

You use Feature Codes to access Enterprise Edge Call Center features. This card shows the default Feature Codes. Enterprise Edge Call Center can also use Custom Feature Codes. If the Feature Codes shown do not access the feature, check with your System Administrator to see if your system uses Custom Feature Codes.
The table below shows the default Feature Codes. It also provides space to record the Custom Feature Codes. Custom Feature Codes are only required if the default Feature Codes are already in use. The Custom codes are assigned automatically by Enterprise Edge.

Feature	Default feature codes	Custom codes
Open mailbox	Feature 9 8 1	Feature 9 ___ ___
Log on/off	Feature 9 0 4	Feature 9 ___ ___
Make Busy	Feature 9 0 8	Feature 9 ___ ___
Queue status	Feature 9 0 9	Feature 9 ___ ___

Logging on

You must log on as an agent before calls are routed to you.

Using a two-line display telephone

1. Press Feature 9 0 4 .
2. Enter your Agent ID number and press OK.
   This is a number from 1 to 20 that is given to you by your System Administrator.
3. Enter your password and press OK.
   The default password you enter to log on for the first time, or after your password has been reset, is 0000. When you use the default password, Enterprise Edge Call Center forces you to change your password.
4. Press IN.
   Note: If IN does not appear, you are already logged on to all the ACD queues or there are no ACD queues available.
5. Press CHNG until the ACD queue you want to log on to (All, 1 or 2) appears on the display.
   Note: If there is only one ACD queue available to log on to, you are automatically logged on to that ACD queue.
6. Press OK.
7. Press Rls .

Using a single-line display telephone

When you log on using a single-line display telephone, you log on to all ACD queues at once.

1. Press Feature 9 0 4 .
2. Enter your Agent ID number and press # .
   This is a number from 1 to 20 that is given to you by your System Administrator.
3. Enter your password and press # .
   The default password you enter to log on for the first time, or after your password has been reset, is 0000. When you use the default password, Enterprise Edge Call Center forces you to change your password.
4. The agent's name and `Logged into all` appears on the display indicating you are logged on to all the ACD queues.
   Note: If `Logged out all` appears, repeat steps 1 to 3 to log on.

Memory button

To provide easy, one button access to the Log on feature, program a memory button with the Log on Feature Code. If the memory button you choose has an indicator, the indicator will show your log on status.

- If the indicator is off, you are not logged on.
- If the indicator is on, you are logged on.

How to program a memory button is described at the end of this card.

Logging off

When you are finished for the day or will be away from your telephone for an extended period, you need to log off to stop calls from being routed to your telephone.

Using a two-line display telephone

1. Press Feature 9 0 4 .
2. Enter your Agent ID number and press OK.
   This is a number from 1 to 20 that is given to you by your System Administrator.
3. Enter your password and press OK.
4. Press OUT.
   Note: If OUT does not appear, you are not logged on to any ACD queues.
5. Press CHNG until the ACD queue you want to log off of (All, 1 or 2) appears on the display.
   Note: If you are logged on to only one ACD queue, that ACD queue is automatically selected.
6. Press OK.
7. Press Rls .

Using a single-line display telephone

When using a single-line display telephone, you log off of all ACD queues.

1. Press Feature 9 0 4 .
2. Enter your Agent ID number and press # .
   This is a number from 1 to 20 that is given to you by your System Administrator.
3. Enter your password and press # .
4. The agent's name and `Logged out all` appears on the display indicating you are logged off of all the ACD queues.
   Note: If `Logged into all` appears, repeat steps 1 to 3 to log off.

Changing your password

Your Agent ID and password provide you with access to the ACD queues. For this reason you should keep your password confidential. You should also change your password on a regular basis (approximately every 30 days).

Using a two-line display telephone

1. Press Feature 9 0 4.
2. Enter your Agent ID number and press OK.
   This is a number from 1 to 20 that is given to you by your System Administrator.
3. Enter your password and press OK.
4. Press Admin.
5. Enter your new password (four to eight digits in length) and press OK.
6. Enter your new password again and press OK.
7. Press Rls.

Using a single-line display telephone

1. Press Feature 9 0 4.
2. Enter your Agent ID number and press #.
   This is a number from 1 to 20 that is given to you by your System Administrator.
3. Enter your password (four to eight digits in length) and press #.
   Your log on status is changed from Logged on to Logged off or Logged off to Logged on.
4. Press 4.
   You must press 4 within five seconds of your log on status changing.
5. Enter your new password and press #.
6. Enter your new password again and press #.
7. Repeat steps 1 to 3 to return to your original log on status.

Transferring calls

When you receive a call from someone who needs to talk to a specific person or has been routed to the wrong ACD queue, you can transfer the call.

1. Press Feature 7 0 (or TRANSFER on two-line display telephones).
2. Enter the extension of the person or ACD queue.
3. Press Rls (or OK on two-line display telephones).

Make Busy

After you have finished handling a call, Enterprise Edge Call Center may be programmed to wait a short time (called the Busy Timeout) before routing the next call to you. During this time you can complete any paperwork required by the last call. If the work resulting from a call requires extra time to complete, use the Make Busy Feature Code to prevent Enterprise Edge Call Center from routing another call to you.
You can activate Make Busy while a call is ringing on your telephone. The call that was ringing on your telephone is placed back in the ACD queue.

1. Press Feature 9 0 8.
   Busy enabled appears on the display.
   If Wrap canceled appears, the Post call wrap up time is canceled by entering the Make Busy Feature Code. Press Feature 9 0 8 again to activate the Make Busy feature.
   If Agent active appears, the Make Busy feature was already on and was canceled by entering the Make Busy Feature Code. Press Feature 9 0 8 again to activate the Make Busy feature.
2. Cancel the Make Busy feature when you are ready to take calls again.

Note: Make Busy is automatically enabled when you do not answer your telephone.

Memory button

To provide easy, one button access to the Make Busy Feature Code, program a memory button with the Make Busy Feature Code. If the memory button you choose has an indicator, the indicator will show your busy status.

- If the indicator is off, the Make Busy feature is off.
- If the indicator is on, the Make Busy feature is on.
- If the indicator is flashing, the Busy Timeout feature is turned on by Enterprise Edge Call Center.

How to program a memory button is described at the end of this guide.

Cancel Make Busy

When you use the Make Busy Feature Code, Enterprise Edge Call Center stops routing calls to your telephone. When you are ready to receive calls again, you must cancel the Make Busy feature.

1. Press Feature 9 0 8.
   `Agent active` appears on the display.
   If `Busy enabled` appears, press Feature 9 0 8 again.

Viewing the ACD queue status

Use the Queue Status Feature Code to view information about the ACD queue and the calls waiting in the ACD queue. The table below describes the information each display provides.

Display	Information provided
`Queue 1: Enabled`	The Queue display shows the queue number and the status of the ACD queue. The status can be Enabled, Disabled or Uninit (uninitialized).
`1: 6 agents`	The Agents display shows the queue number and the number of agents currently logged onto that ACD queue.
`1: 10 calls`	The Calls display shows the queue number and the number of calls currently in the ACD queue.
`1: wait 9:45`	The Wait display shows the queue number and amount of time the oldest call has been waiting in the ACD queue. The wait time appears in minutes and seconds.

To view the queue status:

1. Press Feature 9 0 9.
   The Queue display for Queue 1 appears.
2. On the dialpad, press the queue number you want to view.
   The Queue display for the queue number you entered appears.

On single-line display telephones, the display changes to the next display every five seconds. After the four displays appear, the Queue Status feature exits.

On two-line display telephones, two display buttons appear on the second line of the display. Press QUEUE to view information about the next ACD queue. Press NEXT to view the next Queue Status display. Press Rls to exit.

Memory button

To provide easy, one button access to the Queue Status feature, program a memory button with the Queue Status Feature Code. If the memory button you choose has an indicator, the indicator shows the status of the calls for the ACD queue you are logged in to.

- If the indicator is off, all of the calls are within the acceptable wait time.
- If the indicator is flashing slowly, at least one call in the ACD queue has exceeded the marginal wait time.
- If the indicator is flashing quickly, at least one call in the ACD queue has exceeded the acceptable wait time.

How to program a memory button is described at the end of this guide.

Retrieving messages from the ACD Queue Mailbox

Each queue in Enterprise Edge Call Center has an ACD Queue Mailbox assigned to it. The ACD Queue Mailboxes collect any messages left by the customers using the ACD queue. These mailboxes should be checked on a regular basis to ensure that customer messages are responded to promptly.

To retrieve a message from the ACD Queue Mailbox:

1. Press Feature 9 8 1.
2. If Log: appears, enter the ACD Queue Mailbox number and password.
   If Password: appears, press OTHR or * and then enter the ACD Queue Mailbox number and password.
   If you do not know the ACD Queue Mailbox number or password, ask your System Administrator.
3. Press OK or #.
4. Press PLAY or 2 to listen to the new messages.

For more details about using the ACD Queue Mailbox, ask your System Administrator.

Programming memory buttons

You can program memory buttons for one-touch access to Enterprise Edge Call Center features. To program a feature on a memory button:

1. Press Feature * 3.
2. Press the memory button that you want to program.
3. Press Feature and enter the feature code.

You cannot assign features to line, intercom, Answer or Handsfree/Mute buttons.

Memory button indicators

Memory button indicators are triangular shaped icons (▶) that appear beside some memory buttons on Enterprise Edge telephones. If you program Enterprise Edge Call Center features on memory buttons with indicators, the indicators provide additional information about that feature.